

# CONSUMER GRIEVANCE REDRESSAL FORUM

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)-For BRPL area

Sub - Station Building, Sector - V, Pushp Vihar,

(Near Saket Court Complex) NEW DELHI - 110017

Phones: 8468952631, 8468935702 TELEFAX: 29564400

Email: [cgrfbrpl@gmail.com](mailto:cgrfbrpl@gmail.com)

No: CG -77/2019/F1/...12-

Dated : 16/1/2020

Mr. Ravi  
Flat No. B-4  
F-52, Khanpur Extension  
**NEW DELHI - 110062**

Subject: - Redressal of Grievance by the Forum

Dear Sir / Madam,

1. Any complainant, aggrieved by orders of the Forum may himself/herself or through his authorized representative make a representation in writing to the Ombudsman with triplicate sets of application.
2. The representation shall state clearly:
  - (i) The name/s and address of the consumer/s, service connection number, category, the name of the local licensees' office, against which the representation is made, the facts giving rise to the representation, the grounds thereof, the relief sought from the Ombudsman.
  - (ii) The name of the Forum, date of order or decision of the Forum shall, as the case may be mentioned in or enclosed with the representation.
3. No representation to the Ombudsman shall lie unless:
  - (i) The consumer had before making a representation to the Ombudsman approached the Forum constituted under Section 42 (5) of the Electricity Act, 2003 for redressal of his grievance;
  - (ii) The representation is made within one month from the date receipt of the order of the Forum:

Provided that the Ombudsman may entertain a representation beyond one month on sufficient cause being shown by the person filling the representation that he had sufficient reasons for not filling the representation within the aforesaid period of one month.

- (iii) The person filling the representation deposits an amount equal to one third of the amount assessed by the Forum in cash or by way of bank draft with the licensee and documentary evidence of such deposit is enclosed with the representation.



SECRETARY

Encl: Certified copy of order (03 pages).

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No: CG -77/2019

In the matter of:

Mr. Ravi

Flat No. B-4

F-52, Khanpur Extension

NEW DELHI - 110062

.....Complainant

Versus

BSES Rajdhani Power Ltd.

BSES Bhawan, Nehru Place,

NEW DELHI - 110019.

... Respondent

Córam:

- |    |                    |   |                |
|----|--------------------|---|----------------|
| 1. | Mr. Atul Nigam     | - | Chairman       |
| 2. | Mrs. Nirja Ahuja   | - | Member (Legal) |
| 3. | Mrs. Monika Taneja | - | Member (CRM)   |

Appearance:

Complainant : Not Present

Respondent :

1. Mohd. Aiman, Supervisor (O&M), Division - Khanpur
2. Bhagwan Singh, Supervisor AMC (O&M), Division - Khanpur

(Date of Hearing: 16.12.2019)

(Date of Order: 02.01.2020)

## ORDER

Briefly, stated case of the complainant is regarding electricity fluctuation problem. They are facing current fluctuation problem from last one year, but last six months it is very worst particularly in night time i.e. from 9:00PM to 4:00AM. Incoming voltage swings between 90v to 220v in every five minutes. Even their fans also stop during the fluctuation and some of electrical appliances have damaged due to the same and

**No: CG – 77/2019**

the fluctuation is not only for him but it is in his whole block where hundreds of families are residing. Complainant was informed by BRPL telephonically that his problem can be resolved only by installation of a transformer and hence they required space for the installation process. Complainant approached respondent regarding the same several times, however all his efforts went in vain and his grievance was not redressed by BRPL. Being aggrieved, complainant filed this complaint before us, which was registered.

On notice respondent appeared and filed their reply and documents before us.

Respondent submitted vide their letter dated 02.12.2019 that as per direction of the Forum site again visited by respondent for testing of voltage fluctuation and at present there is no voltage fluctuations observed and it was also communicated to complainant. Respondent further stated that they are continuously trying to resolve complaints of consumer and their first priority is to supply reliable power to consumers and provide best service to the consumers.

Respondent further submitted that the voltage fluctuation of November 2019 is in permissible limits. Respondent also informed that low voltage problem will be permanently resolved only after installation of additional transformer to reduce load on existing transformer thus reducing LT feeder's length. For installation of additional transformer space is to be made available by the residents. Respondents have taken this matter many times with various representatives of concerned area RWA but matter is still pending. Further respondent submitted a letter addressed to MLA of concerned area to help in providing space for additional transformer to find permanent solution of the voltage fluctuation / low voltage.

Respondent informed vide mail dated 16.12.2019 that complainant residing in F-Block, Khanpur Extension area which is being fed from JJ colony Khanpur sub-station and this is 900 mtr. away from the house of complainant which exists at the tail end of LT feeder from JJ colony Khanpur Sub-Station. Supply of such area can only be improved after providing additional transformer.

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**No: CG – 77/2019**

Forum observes that Complainant has not attended the Forum for the last three hearings before us inspite of regular service of notice upon him. However, complainant has stated through his mail that it is an area problem and the problem is being faced by entire residents of 'F' Block during summer and shown his inability to attend the hearing.

In view of above facts and circumstances respondents are making all efforts to install the new transformer and Forum is convinced that additional transformer can only be installed after getting the space in the concerned area, so the respondent is directed to take action as per law.

Accordingly, case is disposed off.

Sd/  
(Mrs. Monika Taneja)  
Member (CRM)

Sd/-  
(Mrs. Nirja Ahuja)  
Member (Legal)

Sd/-  
(Atul Nigam)  
Chairman

